



ARKANSAS DEPARTMENT OF FINANCE AND ADMINISTRATION  
 OFFICE OF INTERGOVERNMENTAL SERVICES  
**VICTIM JUSTICE AND ASSISTANCE PROGRAM**  
 FAMILY VIOLENCE PREVENTION SERVICES ACT  
**QUARTERLY PERFORMANCE REPORT DEFINITIONS**

<b>RESIDENTIAL SERVICES</b>	
<b>Shelter Nights</b>	Shelter includes onsite shelter managed by the DV program, program sponsored hotel rooms, and safe houses – residences of volunteers who offer their private homes for short-term crisis situations, or other temporary housing that your program arranges. Include victims of domestic violence and their dependents only. A night should be counted for each person that arrives and is provided a shelter bed. Count the number of people housed multiplied by the number of nights.
<b>Unmet Requests for Shelter</b>	Unmet requests for shelter due to program being at capacity. Count the adult victims of domestic violence only. This count should not include individuals who were not served because their needs were inappropriate for the services of your program, e.g. homelessness not related to domestic violence. Count the total number of times requests for shelter were declined.
<b>RELATED SERVICES &amp; ASSISTANCE</b>	
<b>Crisis/Hotline Calls</b>	Calls received on an agency line that relate to an individual or family in need of some kind of service. Count all calls including repeat callers and calls from third parties. DO NOT COUNT: donations; general information about the program or domestic violence issues unrelated to a specific individual or family; calls from the media, etc.
<b>SUPPORTIVE COUNSELING &amp; ADVOCACY</b>	
<b>Individual</b>	Supportive services provided to adults which extend beyond a brief, isolated contact: e.g. crisis intervention, safety planning, individual counseling, peer counseling, educational services, legal advocacy, personal advocacy, housing advocacy, medical advocacy, information/referral, transportation, home visits, etc. Count total number of hours and/or service contacts provided regardless of length. A contact could be a brief advocacy session in shelter or several hours to accompany a victim to court. DO NOT COUNT brief encounters such as distribution of tokens, supplies, toiletries, etc.
<b>Group</b>	Supportive services to adult victims in a group setting such as victims' support group. Total number of hours and/or sessions for each individual in attendance. Ex: Five (5) hour long support groups with 10 individuals at each session equals 50 service contacts and/or 50 hours.
<b>SUPPORTIVE COUNSELING/ADVOCACY FOR CHILDREN &amp; YOUTH</b>	
<b>Individual</b>	Supportive services provided to children which extends beyond a brief, isolated contact, e.g. crisis intervention, safety planning, individual counseling, peer counseling, educational services. Children include anyone under the age of 18, unless legally emancipated. Count total number of hours and/or service contacts.
<b>Group</b>	Supportive services provided to children in a group setting, such as child-witness support groups. Total number of sessions for each individual in attendance, e.g. four (4) hour long support groups with eight (8) individuals at each equals 32 service contacts and/or 32 hours.
<b>ACTIVITIES FOR CHILDREN &amp; YOUTH</b>	
<b>Individual</b>	All activities that fall outside of child advocacy, including unplanned/unstructured contacts such as mentoring opportunities. Count total number of hours and/or service contacts.
<b>Group</b>	All activities that fall outside of child advocacy, including recreational activities, child care, etc. Count total number of hours and/or service contacts. EX: a three (3) hour field trip for four (4) children equals 4 service contacts and/or 12 hours.
<b>BATTERER INTERVENTION SERVICES</b>	
<b>Individual</b>	Provision of individual sessions based on a specific model of intervention, i.e. programs designed to address accountability for abusive behaviors, including re-education programs for those who abuse their intimate partners.
<b>Group</b>	Provision of group sessions based on a specific model of intervention for those who abuse their intimate partners.



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**DEFINITIONS (contd.):**

<b>COMMUNITY EDUCATION</b>	
<b>Adults</b>	<p>All presentations of information or trainings about domestic violence and/or services related to victims of domestic violence and their children, such as training for health professionals. Include all presentations for a mixed-age audience.</p> <p>Count the total number of training and community education presentations.</p> <p>Count the total number of individuals attending.</p>
<b>Youth Targeted</b>	<p>Presentations that are specifically targeted for audiences of children or youth, such as school-based prevention programs, should be counted under the Youth section.</p> <p>Count the total number of training and community education presentations.</p> <p>Count the total number of individuals attending.</p>
<b>PUBLIC AWARENESS ACTIVITIES</b>	
<p>All domestic violence focused information forums where domestic violence information is distributed and developed and an exact count of audience cannot be obtained, such as press conferences; booths at health fairs, etc. Count the number of such activities. Description of such events should be included in the Annual Performance Narrative Report.</p>	
<b>SERVICE OUTCOME DATA</b>	
<p>DESCRIBE RESOURCE OUTCOME AND SAFETY OUTCOME. For each program area from which you collected outcome data, indicate how many surveys<sup>1</sup> were completed and how many YES responses you received to each of the outcome questions.</p> <p>.</p>	

<sup>1</sup>Sample surveys are available by contacting VJA @ 501-683-1685  
REVISED: FEBRUARY 2009